

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-146	SERIAL NO. 10/815,556
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART 2857

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.
[Handwritten mark]	1.	4,567,323	01/28/86	Lottes et al.	179	18 B	
	2.	5,155,761	10/13/92	Hammond	379	67	
	3.	5,206,903	04/27/93	Kohler et al.	379	309	
	4.	5,291,550	03/01/94	Levy et al.	379	242	
	5.	5,299,260	03/29/94	Shaio	379	265	
	6.	5,309,513	05/03/94	Rose	379	265	
	7.	5,335,269	08/02/94	Steinlicht	379	266	
	8.	5,506,898	04/09/96	Costantini et al.	379	266	
	9.	5,537,470	07/16/96	Lee	379	266	
	10.	5,546,452	08/13/96	Andrews et al.	379	219	
	11.	5,592,378	01/07/97	Cameron et.	395	227	
	12.	5,594,726	01/14/97	Thompson et al.	370	485	
	13.	5,606,361	02/25/97	Davidsohn et al.	348	14	
	14.	5,627,884	05/06/97	Williams et al.	379	67	
	15.	5,684,872	11/04/97	Flockhart et al.	379	266	
	16.	5,724,092	03/03/98	Davidsohn et al.	348	14	
	17.	5,740,238	04/14/98	Flockhart et al.	379	221	
	18.	5,751,707	05/12/98	Voit et al.	370	384	
	19.	5,754,639	05/19/98	Flockhart et al.	379	221	
	20.	5,790,677	8/4/98	Fox et al.	380	24	
	21.	5,818,907	10/06/98	Maloney et al.	379	34	

EXAMINER [Signature]	DATE CONSIDERED 7/19/2005
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-146	SERIAL NO. 10/815,556
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART 2857

22.	5,825,869	10/20/98	Brooks et al.	379	265	
23.	5,828,747	10/27/98	Fisher et al.	379	309	
24.	5,839,117	11/17/98	Cameron et al.	705	27	
25.	5,875,437	2/23/99	Atkins	705	40	
26.	5,880,720	3/9/99	Iwafune et al.	345	327	
27.	5,884,032	03/16/99	Bateman et al.	395	200.34	
28.	5,897,622	4/27/99	Blinn et al.	705	26	
29.	5,903,641	05/11/99	Tonisson	379	266	
30.	5,903,877	05/11/99	Berkowitz et al.	705	26	
31.	5,905,793	05/18/99	Flockhart et al.	379	266	
32.	5,943,416	08/24/99	Gisby	379	265	
33.	5,982,873	11/09/99	Flockhart et al.	379	266	
34.	6,000,832	12/14/99	Franklin et al.	364	479.02	
35.	6,044,205	3/28/00	Reed et al.	395	200.31	
36.	6,049,547	04/11/00	Fisher et al.	370	412	
37.	6,064,730	05/16/00	Ginsberg	379	265	
38.	6,064,731	05/16/00	Flockhart et al.	379	265	
39.	6,084,954	07/04/2000	Harless et al.	379	140	
40.	6,088,441	07/11/00	Flockhart et al.	379	265	
41.	6,151,571	11/21/00	Pertrushin	704	209	
42.	6,163,607	12/19/00	Bogart et al.	379	266	
43.	6,173,053 B1	01/09/01	Bogart et al.	379	266	
44.	6,192,122 B1	02/20/01	Flockhart et al.	379	266	
45.	6,259,969 B1	07/10/2001	Tackett et al.	700	264	
46.	6,275,806 B1	08/14/01	Pertrushin	704	272	

EXAMINER <i>Edward Ryznar</i>	DATE CONSIDERED <i>7/15/2005</i>
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-146	SERIAL NO. 10/815,556
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART 2857

47.	6,275,991 B1	08/14/2001	Erlin	725	141	
48.	6,278,777 B1	08/21/2001	Morley et al.	379	265	
49.	6,292,550 B1	09/18/2001	Burnitt	379	201	
50.	6,295,353 B1	09/25/01	Flockhart et al.	379	265	
51.	6,353,810 B1	03/05/02	Petrushin	704	236	
52.	6,366,668 B1	04/02/02	Borst et al.	379	266.04	
53.	6,389,028 B1	05/14/02	Bondarenko et al.	370	401	
54.	6,389,132 B1	05/14/02	Price et al.	379	265	
55.	6,389,400 B1	05/14/02	Bushey et al.	705	7	
56.	6,427,137 B1	07/30/02	Petrushin	704	273	
57.	6,430,282 B1	08/06/02	Bannister et al.	379	211.02	
58.	6,449,356 B1	09/10/02	Dezonno	379	265.01	
59.	6,453,038 B1	09/17/02	McFarlane et al.	379	265.05	
60.	6,463,346 B1	10/08/02	Flockhart et al.	700	102	
61.	6,463,415 B1	10/08/02	St. John	704	273	
62.	6,480,826 B1	11/12/02	Petrushin	704	270	
63.	6,535,600 B1	03/18/03	Fisher et al.	379	265.12	
64.	6,597,685 B2	07/22/03	Miloslavsky et al.	370	352	
65.	2001/0056349 A1	12/27/01	St. John	704	270	08/31/99
66.	2002/0010587 A1	01/24/02	Petrushin	704	275	08/31/99
67.	2002/0118816 A1	08/29/02	Flockhart et al.	379	265.12	01/09/01
68.	2002/0181692 A1	12/05/02	Flockhart et al.	379	265.02	06/05/01
69.	2002/0194002 A1	12/19/02	Petrushin	704	270	07/12/02
70.	2002/0002460 A1	01/03/02	Petrushin	704	270	08/31/99
71.	2002/0002464 A1	01/03/02	Petrushin	704	275	08/31/99

EXAMINER <i>Edward J. [Signature]</i>	DATE CONSIDERED <i>7/19/2005</i>
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-146	SERIAL NO. 10/815,556
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART 2857

72.	10/815,534	Kiehaber	03/31/04
73.	10/815,584	Kiehaber	03/31/04

FOREIGN PATENT DOCUMENTS



		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
74.	EP 0 866 407 A1	09/23/1998	EPO	G06F	17/30	X		
75.	EP 0 829 996 A2	03/18/1998	EPO	H04M	3/50	X		
76.	WO 97/28635	08/07/1997	PCT	H04M	11/00	X		

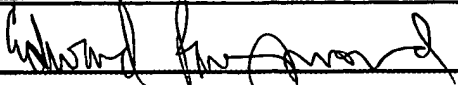
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

77.	Doo-Hyun Kim et al. "Collaborative Multimedia Middleware Architecture and Advanced Internet Call Center"; Proceedings International Conference on Information Networking (Jan. 31, 2001), pp. 246-50.
78.	Presentation by Victor Zue, <i>The MIT Ox90ygen Project</i> , MIT Laboratory for Computer Science (April 25-26, 2000).
79.	MIT Project Oxygen, <i>Pervasive, Human-Centered Computing</i> (MIT Laboratory for Computer Science) (June 2000).
80.	E. Noth et al., "Research Issues for the Next Generation Spoken"; University of Erlangen-Nuremberg, Bavarian Research Centre for Knowledge-Based Systems, at http://www5.informatik.uni-erlangen.de/literature/psdir/1999/Noeth99/RIF.ps.gz .
81.	L.F. Lamel and J.L. Gauvain, Language Identification Using Phone-Based Acoustic Likelihoods, ICASSP-94, 4 pages.
82.	John H.L. Hansen and Levent M. Arslan, Foreign Accent Classification Using Source Generator Based Prosodic Features, IEEE Proc. ICASSP, Vol. 1, pp. 836-839, Detroit USA (May 1995).
83.	Levent M. Arslan and John H.L. Hansen, Language Accent Classification in American English, Robust Speech Processing Laboratory, Duke University Department of Electrical Engineering, Durham, NC, Technical Report RSPL-96-7, revised 1/29/96.
84.	Levent M. Arslan, Foreign Accent Classification in American English, Department of Electrical Computer Engineering, Duke University. Thesis, pages 1-200 (1996).

EXAMINER	DATE CONSIDERED
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-146	SERIAL NO. 10/815,556
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART 2857

	85.	No Author, "When Talk Isn't Cheap" Sm@rt Reseller, v. 3, n. 13 (Apr. 3, 2000), p. 50.
	86.	No Author, "eGain's Commerce 2000 Platform Sets New Standard for eCommerce Customer Communications" Business Wire (Nov. 15, 1999).

EXAMINER 	DATE CONSIDERED 7/19/2005
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	

SHEET 1 OF 1

FORM PTO-1449 U.S. DEPARTMENT OF COMMERCE PATENT AND TRADEMARK OFFICE INFORMATION DISCLOSURE STATEMENT (Use several sheets if necessary)	ATTY. DOCKET NO. 4366-146	SERIAL NO. 10/815,556
	APPLICANT KIEFHABER et al.	
	FILING DATE March 31, 2004	GROUP ART 2857

U.S. PATENT DOCUMENTS

*EXAMINER INITIAL		DOCUMENT NUMBER	DATE	NAME	CLASS	SUB CLASS	FILING DATE IF APPROP.

FOREIGN PATENT DOCUMENTS

		DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB CLASS	TRANSLATION	
							YES	NO
aw en	1.	EP 0 740 450 A2	10/30/1996	EPO	H04M	3/50	X	
	2.	EP 0 855 826 A2	7/29/1998	EPO	H04M	3/50	X	

OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)

EXAMINER <i>Edward Raymond</i>	DATE CONSIDERED <i>7/19/2005</i>
*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.	